



ARIZONA STATE BOARD OF HOMEOPATHIC and INTEGRATED MEDICINE EXAMINERS

Janice K. Brewer
Governor

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Todd Rowe, MD, MD(H)
President

March 25, 2009

Dr. Edward Kondrot, MD, MD(H)
Healing the Eye and Wellness Centers
34225 N 27th Drive, Ste 118
Bldg 3
Phoenix, AZ 85085

RE: Case #09-03

LETTER OF CONCERN

N.B. vs Edward Kondrot MD MD(H)

Dear Dr. Kondrot:

At the regular meeting held March 10, 2009, the Board reviewed a complaint filed by the above referenced individual. The Board investigated an allegation that the office manager divulged personal medical information relating to N.B. in front of another person in the waiting area. After multiple interviews with individuals that were present in and near the wait area on the day in question the Board determined that the allegation was unsubstantiated.

However, in their deliberations the Board noted that this is the second complaint received that refers to difficulties with interactions involving the office manager. In addition, the Board is in receipt of a third complaint, again involving the office manager that they voted to further investigate. While the Board does not regulate specific business practices of licensees, they believe it is their duty to point out issues that repeatedly result in complaints. As you are aware, it is very time consuming responding to complaint allegations and you may wish to consider training that would alleviate reactive situations that ultimately affect a smooth therapeutic experience.

Following their review of the information in Case # 09-03, the Board voted to issue a non-disciplinary *Letter of Concern* pursuant to the provisions of A.R.S. §32-2901(13). A *Letter of Concern* is defined at A.R.S. §32-2901(13) as an advisory letter to notify a physician that, while there is insufficient evidence to support disciplinary action, the board believes the physician should modify or eliminate certain practices. The Board is concerned that Case # 09-03 is the second complaint that they have received that indicates a potential lack of appropriate supervision on your part. A failure to adequately supervise staff may lead to a violation of the statutes governing unprofessional conduct as it relates to recognized standards of ethics of the homeopathic medical community and

adequately directing, collaborating with or supervising office personnel employed or assigned to assist the physician in the medical care of patients.

With the issuance of this letter a copy of which will be retained in your license file, Case # 09-03 will be administratively closed. As a non disciplinary action, a Letter of Concern is not reported to the National Practitioner Data Bank or Health Care Integrity and Protection Databank.

Please contact me if you have questions regarding this letter.

Sincerely,

Christine Springer
Executive Director

Cc: License File